

TO: Chairman and Members

DATE: March 10, 2011

**SUBJECT: SSATS Project: Correctional Officer Academy
and Off-Post Training Standards, Selection
Exam, Parole Agent Job Analysis Update**

AGENDA ITEM: C

Resource Person: Kasey Stevens

**ACTION:
INFORMATION: X**

Summary:

This agenda item provides an update on the State Selection and Training Standards (SSATS) projects that are currently being conducted by the Standards and Training for Corrections (STC) division including Correctional Officer Academy and Off-Post Training Standards, Selection Exam, and Parole Agent Job Analysis.

Background:

On July 1, 2005 as part of the corrections reorganization plan, the CSA was tasked with the development and monitoring of selection and training standards for state correctional peace officers in 41 designated classifications. In an effort to maximize its effort, STC focused first on the classifications of Correctional Officer (CO), Youth Correctional Officer (YCO), and Youth Correctional Counselor (YCC) because they employ nearly 75% of all correctional peace officer personnel. STC began three projects: 1) Job analysis of the CO, YCO, and YCC classification, 2) written selection exam for the CO, CYO and YCC classifications, and 3) Hearing standards for the CO classification.

Job Analysis

The first step in designing defensible selection and training standards is completion of a job analysis. In June 2005, CSA began job analyses of the CO, YCO and YCC classifications. This project included extensive literature reviews, site visits, administration of a job analysis questionnaire, and work with subject matter experts. In December 2007, STC published a job analysis report of the three classifications. The results showed that while each classification possesses unique characteristics in terms of its duties, there is substantial overlap. Approximately 50 percent of the tasks performed on the job are common to all three classifications. In January, 2008, using the data from the job analysis, CSA began working with subject matter experts (SMEs) to develop minimum training standards for those classifications, including academy and annual training standards.

Written Exam

In 2006, STC conducted an analysis of the existing written exams for the CO, YCO and YCC classifications and identified the need for revision. In 2007, STC began writing and piloting new test items to compile several versions of an interim written exam for use by the Office of Peace Officer Selection (OPOS) and develop a test item bank. This exam was developed as a pass/fail exam to replace the previous exams and was intended to serve as an interim exam until completion of the CO/YCO/YCC job analysis.

Hearing Standards:

In 2008, STC formed a research team and contracted with an expert consultant to begin development of a hearing standard for the state and local correctional officer classifications. An update regarding the hearing standards project is provided in Agenda Item G.

Current Status:

STC continues to work on the Written Exam and started a job analysis of the Parole Agent classification. STC completed the development of the minimum training standards for the Basic Correctional Officer Academy and annual training.

Written Exam

Until August of 2010, the Office of Peace Officer Selection (OPOS) utilized a Scoring Category Worksheet to rank applicants and create the eligibility list for the selection of COs, YCOs, and YCCs. Following the Scoring Category Worksheet, applicants completed the written selection exam and had to achieve a minimum score on the exam to move forward through the selection process. In the summer of 2010, OPOS was informed by the State Personnel Board (SPB) that the Scoring Category Worksheet could no longer be used to rank applicants. Because the civil service system requires a competitive selection process, OPOS needed a test that could be used to rank applicants based on their test score. STC informed OPOS that the written selection exam was developed as a pass/fail exam and could not be used to rank applicants and the SPB agreed with this decision. In order to meet OPOS's selection needs, SPB developed an interim exam that OPOS could use one time to select candidates for the Correctional Officer classification only. This was an interim solution in order to provide STC time to develop a permanent exam for the three classifications.

STC began the process of revising the written selection exam in order to rank applicants for the three classifications in the fall of 2010. This revision incorporated the results of the 2007 job analysis and built upon the written selection exam developed in 2007. Additionally, a supplemental job analysis was developed and administered in December of 2010 in order to link the knowledge, skills, and abilities assessed by the exam to improved job performance for the three classifications. Based on the results of the supplemental job analysis, STC developed a preliminary exam plan. In February of 2011, STC held three SME meetings across the state. During these meetings, SMEs representing the three classifications were presented with the supplemental job analysis results, sample exam questions, and the preliminary exam plan. The feedback of SMEs was utilized to finalize the exam plan. STC is currently working to develop a pilot exam that will be administered to cadets at the BCOA on March 10, 2011. Statistical analyses will then be conducted to evaluate each exam question and the exam as a whole. Based on the results, a final exam will be developed. The final exam is scheduled to be delivered to the OPOS by June 30, 2011.

Parole Agent Job Analysis

In October 2009, STC began a job analysis of the adult Parole Agent I classification. STC conducted job observations at 8 parole offices throughout the state. Using information gathered from those job observations and from a literature search, STC developed a job analysis questionnaire that was administered online to all Parole Agent incumbents and their supervisors in May and June of 2010. Statistical analysis is being conducted on the results of the Job Analysis Questionnaire. In order to complete the job analysis, STC will schedule SME meetings to review the JAQ results, confirm tasks and KSAOs that are classified as core or support, identify when the

KSAOs are required, and then link the KSAOs to tasks. Following the SMEs meetings, the job analysis report will be finalized. Due to delays encountered in the job analysis questionnaire administration and analysis of the results, STC has extended the project completion date to the Fall of 2011.

BCOA Training Standards

On July 7, 2010 CSA staff met with BCOA and curriculum development staff to review the academy and annual training standards in order to facilitate the implementation of the new curriculum. The BCOA training standards are anticipated to be in place by the Summer of 2011. CSA also continues to work with Academy and curriculum staff at CDCR in the design of a monitoring database and implementation of the proposed CSA training standards.

Recommendation/Action Needed:

Information only